

# Survey Results: Downtown Franklin Street

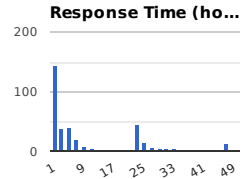
 Survey Info - This survey was sent on behalf of the Town of Chapel Hill to the FlashVote community for Chapel Hill, NC.

**These FlashVote results are shared with local officials**

**362**  
**Total**  
**Participants**

346 of 598 initially invited (58%)  
16 others  
Margin of error:  $\pm 5\%$

Applied Filter:  
**Locals only**  
Participants for  
filter:  
**247**



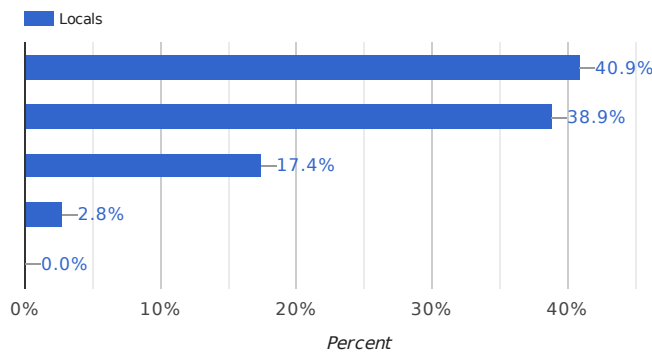
Started:  
**Oct 5, 2022 11:06am EDT**  
Ended:  
**Oct 7, 2022 11:05am EDT**  
Target Participants:  
**All Chapel Hill**

**Q1** "Downtown Franklin Street" in Chapel Hill is the 0.9 miles of Franklin Street from Raleigh St./Hillsborough St. (East of Columbia St.) to Merritt Mill Rd. (West of Columbia St.).

In the last 12 months, about how often have you visited or passed through Downtown Franklin Street?

(247 responses by )

Options	Locals (247)
Twice a week or more	40.9% (101)
Once a week to once a month	38.9% (96)
Less than once a month to once in the last year	17.4% (43)
Didn't visit or pass through in last year	2.8% (7)
Not Sure	0.0% (0)

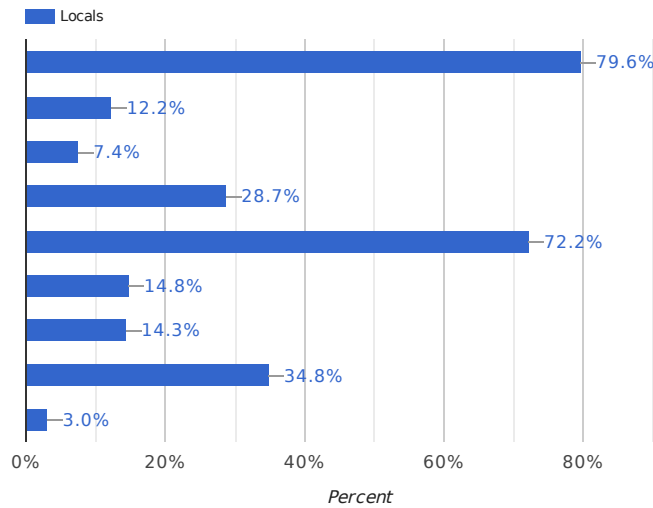


**Q2** In the last 12 months, which of the following ways have you visited some or all of Downtown Franklin Street? (Choose all that apply)

(230 responses by )

Options	Locals (230)
Drove on or through it without stopping	79.6% (183)
Biked on or through it without stopping	12.2% (28)
Rode a bus on or through it without stopping	7.4% (17)

Options	Locals (230)
Walked or jogged on or through it without stopping	28.7% (66)
Drove to visit a business or other destination there	72.2% (166)
Biked to visit a business or other destination there	14.8% (34)
Rode a bus to visit a business or other destination there	14.3% (33)
Walked or jogged to visit a business or other destination there	34.8% (80)
Other:	3.0% (7)



establishments area work  
foot franklin visit travel  
lot inside dog dine often  
fairs walk st live allow daily  
outside day parked church  
resident street downtown  
almost business craft

I live at downtown Franklin St.

Resident

live there

Walk my dog 2/day, visiting establishments that allow dogs inside, or dined outside.

I live in this area and travel it by foot almost daily and often more than once per day

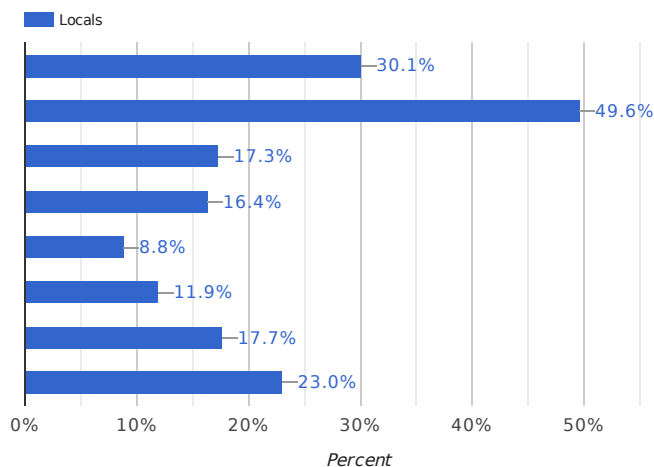
Craft fairs

Parked at parking lot to visit a business

Q3 Which of the following problems have you personally experienced while visiting or passing through Downtown Franklin Street, if any? (Choose all that apply)

(226 responses by )

Options	Locals (226)
Road was too crowded with cars	30.1% (68)
Hard to find an on-street parking spot	49.6% (112)
Challenging to parallel park	17.3% (39)
Didn't feel safe biking there	16.4% (37)
Sidewalk was too crowded with people	8.8% (20)
Didn't feel safe crossing the street there	11.9% (27)
Haven't had any of these problems there	17.7% (40)
Other:	23.0% (52)



night harassed unsafe find drive drivers new  
make franklin way area street public  
aggressive cars feel safe traffic  
reason cross hard visit long  
even lane park bikestop  
crowds difficult st now pedestrian  
bikers homeless sidewalk always  
lot people panhandled  
town back scooters confused electric

Hard to cross the street (at intersections without signals) because cars won't stop

Not enough reason to visit: long on chains/closures, short on curbside energy/indy stores

find parking

I'd love it if a block of Franklin or, more realistically, Rosemary, could be pedestrian, no cars.

the traffic backed up unreasonably far.

Panhandled

Vehicles with enhanced noise makers

Cars speeding through town

panhandling

tight fit on rosemary with cars parked on street and bikers

Parking is always difficult to find even in the lots and I don't always feel

Construction

poorly designed bike lanes and traffic flow; people begging and camping in storefronts

did not feel safe with bicycles zooming in between cars

Bikers and electric skateboarders riding too fast on the sidewalk where there is dining and crowds

Closer businesses

New bike lanes on the outside make it dangerous for bikers who are now hidden by a parked row

Bus doesn't run late nights

have felt unsafe or been haggled by vagrants

Great new striping on W. Franklin St. Vast improvement.

Worried about wanderers who were shouting loud obscenities. Wasn't sure how to assess the situation

many drivers seem confused about either wayfinding or traffic patterns

Worried about the bikers, skate boarders, and walkers. It's a lot of confusing lanes.

Tables on sidewalk crowded pedestrian access

Bikes and e transport on sidewalks

Homeless population appears to remain unaddressed

Homeless people

We need a better tree canopy on Franklin. It gets so hot in the summer. The heat discourages walkin

Used parking garage

Confusing when delivery trucks are stopped for delivery on Franklin Street

Walking sometimes leads to missteps on the sidewalk/bricks

Drivers not always stopping at pedestrian crossings

Distracted drivers at intersections in particular, as a walker; people on electric scooters

Hard to find off street parking sometimes

Homeless folks being aggressive and unruly can make me feel unsafe. People on scooters have nearly

Honestly I never even try to park on the street there - may say more about me than the street

Harassment by homeless people, urine smell at ATM machines at banks, and do not feel safe.

Too many homeless

Aggressive panhandling - more than before and less familiar faces

Uncomfortable navigating all the obstacles to cars. Difficult to find parking

Didn't feel safe being there because of substance abuse affected panhandlers. Also area is dirTy.

Didn't feel safe with the homeless sleeping at Bus Stop and in front of the churches in in alleys.

Aggressive panhandlers, men passed out in storefronts

Sadness at loss of unique, local character, esp. at Target building and across the street from it.

I feel like it is easy to drive and walk now that the road has been redesigned

Too dangerous to bike on Franklin even after the restriping. Cars and bikes do NOT mix on the same

feel unsafe around panhandlers

Parking is nearly impossible and the town has been overdeveloped!

People asking for money

Too many homeless who are overly aggressive

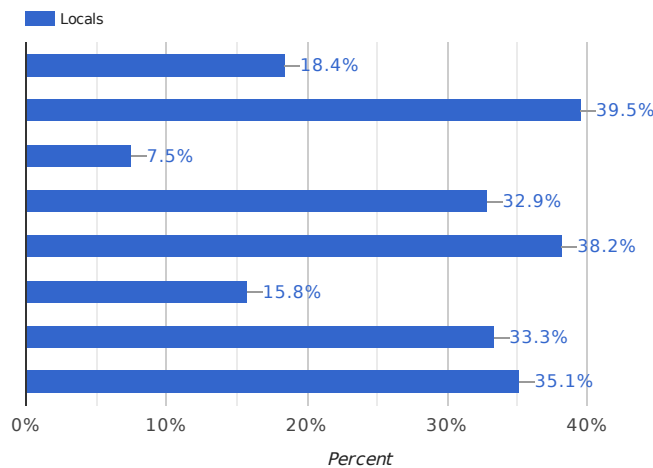
between lights, pedestrians and cars, can be slow

Feels visually and physically disorganized; difficult to maneuver

**Q4** Which of the following changes, if any, do you think would improve Downtown Franklin Street the most? (You can choose up to FOUR, if any)

(228 responses by )

Options	Locals (228)
Make it faster/easier for cars to drive through it	18.4% (42)
Make it safer/easier for bicycles to drive through it	39.5% (90)
Convert some sidewalk space into more parking spaces	7.5% (17)
Convert some parking spaces into more sidewalk space	32.9% (75)
Make the whole road 1 car lane each way like the West end of Downtown Franklin	38.2% (87)
Make the whole road 2 car lanes each way like the East end of Downtown Franklin	15.8% (36)
Add more outdoor art to the area	33.3% (76)
Other:	35.1% (80)



increase way safety downtown move think block find  
 free franklin add homeless cross  
 bus outdoor help lane walk lights  
 like traffic bike easier use friendly  
 two car park street st  
 businesses road keep pedestrian time  
 slow public make space lot  
 go area rosemary sidewalk  
 improve people zone

Better public transport traffic patterns going through Franklin Street; bus/bike shared lane

Improve safety in the area

Reduce motorcycle? accelerating vehicle? noise. Frequent and very loud.

add festive lights across and street

make the whole street pedestrian

block some of it off from cars entirely. Pedestrian zone!

Look at Charlottesville Va

Safety

More green space

Downtown should be a more happening place for students to hangout

Have some more space for businesses to use part of the sidewalk without blocking the sidewalk.

Improve tree canopy to increase walkability

It's okay to make it slower for cars

No bicycles in the car lane

Make the whole road ONE WAY with two lanes, slanted parking, bike lanes, and increased sidewalk.

Change that blinking crosswalk to a real stoplight- everyone I know has almost gotten ran over once

one way on Franklin and Rosemary would be GREAT for traffic flow and easier for parking / biking

more ped, fewer autos

More businesses with good reasons to visit.

high pedestrian volume slows traffic due to inability of cars to turn right, allow right on red.

Bus Lanes!

It's terrifying to try to cross in intersections without lights. single lane areas are even worse

Cars need to slow down where pedestrians tend to cross. One lane accomplishes that.

Find a way to help the homeless population so they don't feel like harassment is the only option

Make Franklin and Rosemary each one way.

Close Franklin St during certain hours. See <https://why.org/articles/phoenixville-closed-m>

Longer time for pedestrian WALK sides at interesection d

More pocket parks and trees

Address public safety concerns related to homeless individuals who are repeat offenders

Remove homeless

More attractive to visit

Attract more small businesses.

Open up the gated park on W. Franklin so ppl can enjoy & activate that space.

Exclusive bus and bike lane. One lane for cars

One through lane for traffic and a separate multi-use path with a buffer zone between the cars and

Add more bus-only areas so that buses can move through the Franklin St. area in a timely manner

Love the street art at crosswalks!

Move traffic off of Franklin (to rosemary maybe?) and focus on pedestrian + commercial on franklin

Make it easier to access using walking trails from other parts of Chapel Hill

Have a physical barrier between cars and bikes

Should be a walking mall. All traffic should be diverted to Rosemary st

Increase visibility of no right turn on red at all intersections; add lime green flashing lights

Enforce pedestrian crossing

It would be nice to have more open spaces for gatherings or even a spash pad area

I think it might be better to have number of lanes consistent; not sure if 2 or 1 is better

More on street parking and reasonable price for 2 and 3 hour parking

Fix the panhandling and homeless people problem. Find resources for help.

I live on W Franklin. I was dreading the change on W Franklin, but find that I really like it.

Walk/ride as first option, with parking garages instead of on-street parking

it would be nice for Chapel Hill to have a "walking street" like Boulder and Fort Collins, CO

Add bike lanes to east Franklin with bollards similar to west Franklin.

can't think of anything

Keeping the homeless from sleeping there and get businesses into the corners of Columbia and Frank

Make the two lanes on Franklin St one-way and have Rosemary go in the opposite direction.

Free parking decks/lots with clean walkways to businesses

More parking lot signs so it's easier to find parking lots

Shut down traffic altogether like they did for prom. It would be alive all the time.

educate pedestrians and cyclists on how to be safe and follow rules

More parking lots

Prevent delivery trucks (big ones not Amazon sized) from blocking the road, keep things moving.

Make it more friendly to cars. More parking. Now lots of bike lanes, but I never see any bikes

I support whatever makes it easier for people to visit downtown and spend money.

control the homeless

Free Parking. Public water fountain (potable and attractive). Greater % locally owned businesses.

Add angle parking so car doors can't be opened in front of bikes. Shoppers will not use pkg garages

If we can't park, we can't shop.

I don't have an opinion

Narrow the street to slow traffic and provide more sidewalk space for restaurants ala Palo Alto CA

More robust pedestrian safety installations

Ban aggressive/intimidating panhandling.

Address the homeless problem

Add City Parking Space on Rosemary ... at a VERY nominal \$hourly fee and \$free weekends

Restaurant space on sidewalks

Coordinate traffic lights betw/ Henderson & North Columbia to eliminate stop & go bottleneck

Bike parking

I think we used to have lights specific to pedestrian traffic at the intersections. I liked that.

Look at University Ave. in Palo Alto, CA for ideas.

convert some parking spaces into loading zones to keep delivery vehicles out of the bike lanes

Outdoor art nice, but please no more "woke" art. Make it easier for people to use garages,

## Q5 Any other comments or suggestions about how to improve Downtown Franklin Street?

(112 responses by )



The Franklin St experience was better during the pandemic when the sidewalk was extended. I was sad to see that extension go. There's so much more opportunity for outdoor dining and bike/ped infrastructure. Narrow the street and encourage people to travel by means other than cars.

Roust the loiterers.

We need to significantly increase work/life density on Franklin Street and penalize private waste of space (surface parking lots, vacant properties). There are too many commercial properties on Franklin going vacant - those owners need to be taxed more.

More pedestrian friendly and more public transport to get there

As I repeatedly say in any Downtown's survey: if people cannot drive through a business area and see what is available, they will stop going to downtown venues. This happened in many cities in the 1970's/1980's hype to close downtowns off as walking malls. Downtowns died, including Providence, RI.

Do what you can to make the street more like a European avenue, w broad sidewalks, sidewalk cafes and outdoor dining, trees and green space, etc. The design of the street should have people in mind, not cars- solve for your parking problem w decks, not at the expense of a pleasant street.



Cars, trucks, and busses drive too aggressively and dangerously, always as if they have the right of way, creating risks to pedestrians and bikes

I think it would be terrific to explore making the bike lanes raised, with a mountable curb. This way, it'd be easy to extend the sidewalks during very busy times (like special events) and eliminate some of the flexiposts, which easily get knocked down and are rarely replaced. I think you also need to explore closing off part of the street during a low traffic time period (like Sunday mornings) which would encourage people to spend time down.

Continues to be poor city planning

More options for people facing a housing crisis. Portapottys so people stop peeing in the alleys.

Easier parking and safety issues need to be addressed.

Get rid of noise enhanced vehicles

We are a driving community. Traffic backs up on Franklin St and around campus, making it frustrating and difficult and potentially dangerous for drivers, pedestrians and bikers. AT LEAST ONE East-West street around campus needs to better accommodate cars— Franklin St or Rosemary, for example— while still protecting the terrific feel and effect of the campus. This includes both road thoroughfare and parking options! We love going on campus, and like having sidewalk dining, bike paths, greenspace, etc. But Please stop acting like folks are going to walk or bike miles to visit and use campus businesses/restaurants, etc. Instead, make this actually a “livable town” and look to work with the majority of us who need to “live” by getting places by car.

Move homeless out of the area

Need more shops and restaurants other than pizza and t-shirt shops, but places that can appeal to college students and town residents equally. Not so expensive, but not fast food. Look at Athens Georgia and see what they have!!

It definitely needs fixing because it's broken for cars traveling through the area after the recent changes. As a walker, I'm reasonably pleased with Franklin St. It's important to keep the businesses with outdoor facilities off of the sidewalk, but it is nice for them to have a presence adjacent to the sidewalk. Is there a way to assess the utilization of the bike lanes on Franklin? My impression is that they are vastly underutilized, but I may be near them at different times than they are heavily used. Also, the masses of plastic bollards and bright green paint are kind of an eyesore -- too busy, too bright.

I don't always feel safe with the unhoused population near the bus stop on Columbia which you have to pass from the parking lot on Rosemary.

Because I have limited walking ability, Downtown Franklin Street is an unfriendly, hostile place for me. Because of the limited disability parking, cannot patronize any of the businesses in this area.

Turn Franklin Street into one-way and Rosemary Street into one-way the opposite direction. Put slanted parking - for more parking.

I'm liking all the changes, both practical and artistic. I do think east Franklin needs to remain 2 lanes each way because there is no alternative street (like Rosemary) to drive on in that area. Fordham is already too crowded so that's not a viable option.

It's very confusing where to park and where to drive.

I am eagerly awaiting the same survey for East Franklin Street (the stretch from Raleigh Rd. to Estes Dr.). For town residents who live along that stretch, we have hoped for years for a safer way to walk, bike, and scooter into Downtown. It would be so wonderful if East Franklin could drop to 1 lane in each direction, with a large lane/sidewalk reserved for pedestrians and cyclists.

Bicyclist riding their bikes on the road like they own the roads. That makes me avoid Franklin St as I do not want the liability to be in an accident with bicycles. You hit them, you are wrong, they hit you, they don't have insurance to cover your loss. So either way, the cars lose.

Wider sidewalks please! And whatever you can do to stop the speeding, inconsiderate car drivers. Crossing the street feels so dangerous

decorative bollards

The new markings on Franklin are confusing. Do angle parking to get major cars

Change the art at 140 to something more interactive. What's there just doesn't work. One way on Franklin and Rosemary would dramatically improve flow (left turns wouldn't be in front of oncoming traffic, etc.). Do more to keep cars and trucks from using the bike lanes (especially on Rosemary) as a parking/pickup spot. It is a very rare day that there are not LOTS of cars/trucks blocking the bike lane. Recognize that ebikes and escooters and other wheeled devices are popular (and for good reason - they are a very convenient way to get around) and figure out WHERE they should be, and then ENFORCE it. 100 pound bikes doing 30 mph in the bike lane? Hmmm. Big, heavy, fast electric skateboards on the sidewalk? Doesn't seem like a good idea, but not sure the bike lane is right either. Tough choices, but sometimes it feels like an unsafe free-for-all on the sidewalks. More sidewalk space for dining would be nice, and making Rosemary and Franklin one-way would free up space.

Parking decks are nice, I drive to them and walk around downtown.

Leave it alone and stop overdeveloping at every opportunity.

Please make sure sidewalks are ok for those in a wheelchair. Much of East Franklin has roots popping up under the sidewalk, making a wheelchair navigating downtown even more challenging.

Undo the west end road changes. They are less safe and don't help

Ban cars and make better traffic routing to keep us safe!

Try to preserve the appearance of the "Village" while continuing to grow.

Just close it off like Williamsburg. Driving up there is a nightmare. Fix parking around the outskirts. I never go to Franklin anymore. It's awful. It's just for students.

I would prefer parking in central decks and walking along Franklin St

Help unhoused people find other places to go rather than hanging out in bus shelters or blocking sidewalks

Improve business development. Adjusting the structure and layout of the road is great but it's all for nothing if the businesses there continue to close, offer the same/similar services and don't attract people there. Consider businesses like Walgreens (again), a grocery store (could even be Amazon cashier less option) and avoid adding another pizza place.

More outdoor dining. Make it pedestrian only with traffic diverted to Rosemary & other surrounding streets.

Franklin could really benefit from more crossings, and more pedestrian-friendly traffic flow. We should be encouraging park & walk and discouraging thru traffic.

Please research what other cities are doing. Here's hoping that our town gains control of the street, and that others might be open to closing Franklin St to automobile traffic for a certain number of hours each day. This would not only cut down on the loud mufflers, but may save us from drunks driving off the road and narrowly missing pedestrians and others parked nearby. I don't know how many heard the 2010 red Camaro come booming down west Franklin St Saturday night and crash shortly afterward, but a drunk adult (not student) driver of the Camaro barreled into two concrete posts at the edge of Passport Motors parking lot, and crashed into a parked SUV that two women were about to enter. I had heard nothing and came out of the side door on N. Graham with my dog. The driver of the car, over six feet tall, was running away as fast as he could, given his state of inebriation. Thank goodness he was caught. This is the third such accident in the past few months that I narrowly missed.

Make it safe to walk without harassment from homeless

I worry about the panhandlers and aggressive folks on the sidewalks

Greater variety of businesses and price points for restaurants.

It feels empty and dead. I've lived here on and off since 1977. It makes me really sad to see the highrises and chain stores. It's definitely not a village any more. I see other small towns with vibrant main streets that have small locally owned businesses. I hate what Franklin Street has become, and know others who feel the same way.

I walk all over downtown Chapel Hill and would love to see more shade from tree canopy. The trees that have been planted in recent years spread their branches more vertically than older trees, so there's far less canopy. Why is the town choosing these kinds of trees? Is it to avoid power lines?

Need more parking toward the Carrboro end of the street. I go to Citibank and there is a convenient parking garage nearby that is free for quick visits. I avoid businesses toward the Carrboro end of the street because parking is too much of a hassle.

Don't forget greenery! planting boxes are a great way to both divide between car traffic and pedestrians, and also make the street more human-friendly and less sterile

It'd great to extend sidewalk space into additional outdoor dining space. Public bathrooms would make it much easier to patronize businesses on Franklin.

On-street parking should be eliminated to encourage a car-free, human-friendly environment for Franklin St.

Overall, making it more bike/walk friendly. Perhaps a central parking area and close off some of the street to car traffic.

A low cost parking/deck lot near U Mall for Franklin Street destination drivers and a "trolley" or shuttle picking up and dropping off at the lot regularly during daytime and dropping off/picking up passengers at 4-5 designated locations along Franklin Street. Free or \$1 trolley fare to ride. (Merchants/businesses/Town could provide tokens or punch cards to encourage business.) Maybe Carrboro would want to join in and have a parking location on their end of their downtown so peeps could go to both great streets.

Make sure that people struggling with mental health get the support they need so that everyone feels safe downtown.

Less traffic on Franklin, make it a better place for pedestrians for walking / access to businesses

Make it easier to access by walking/biking from other parts of Chapel Hill.

Maintain its small city charm with interesting stores and restaurants. Make sure there is plenty of off street parking available all the way down Franklin St. area

Please clean up the smell of trash and urine from Target through the post office

Bring flower ladies back

Honestly, if we can provide better services (homes, really) for the homeless, I would favor also finding a way to discourage panhandling.

The safety issue is a major concern. The reality of going downtown means being harrassed and confronted with aggressive panhandling makes downtown not friendly to visitors, students and employees let only families. Business owners have raised this ongoing safety concern to city officals and university admin but the response has been inadequate and fails to protect law abiding citizens. If this continues, Chapel Hill may well turn into Asheville which has recently earned the ranking of being in the top 10 most dangerous cities.

Can't wait for the NS bus rapid transit project. That will be a real game changer for Franklin Street.

The changes to the west end have been welcomed even as a person predominantly driving through downtown. It makes me want to spend more time downtown as a pedestrian.

Please put the turning lanes back on Rosemary now that W Franklin is one lane and has the great bike lanes!

Make it easier to bike there from a greenway, from mlk, and from the blue hill district

More room for outdoor spaces, tables, seating, activities

Sidewalk cafes everywhere.

Less cars!! Downtown franklin is an awesome pedestrian location and businesses would benefit massively from it turning into a more pedestrianized area :) Do what you do for Halloween year-round!

More trees, plants, flowers, art! Better quality food (more local, sustainable, etc.)

Close it to vehicles.

More cyclist safety on east Franklin

Remove/limit individuals exhibiting aggressive behavior toward pedestrians, especially around bus stops. There are not strong reasons to visit downtown Franklin Street unless you are a UNC student. Parking has always been an issue, but completion of the new parking deck should help.

Walk down the street at 8:30 on a Friday night and imagine your 12 year old and her friends are walking around as a group on their own. This happens every weekend. You'll see the place in a whole new light. The Middle Schoolers LOVE to hang out down town and they spend their parents \$\$\$ at the businesses. Food, Drinks, Sweatshirts, jewelry, dessert, they hit it all!We need to keep it safe for them.

More "park like" spaces with benches, plants, and art.

A place to have larger crafts fairs, seems like there is nothing but buildings and no green spaces

Franklin St and Rosemary St should be on e-way. This makes the most sense for traffic flow and it would be good for businesses on Rosemary.

Consider making it walking mall

So many big trees have been taken out and I don't see any restoration of green space. For instance Franklin and North Roberson.

Work with building owners to improve long-term tenancy esp on the east end of Franklin; there are many vacant storefronts. Work with local orgs serving the homeless and CHPD to reduce panhandling. Improve walk and bike ability by converting all of Franklin to 2 lanes. Encourage/subsidize businesses other than restaurants and retail to open up shop downtown, esp businesses targeting families. As a parent with a young child, we exclusively go to the west end of Franklin or Carrboro, for weaver street market, back alley bikes, and Luna. The other end of Franklin is better for teens/college kids than for families.

Streetscape improvements-seems barren, not so inviting

I just wish we could get rid of cars altogether and make the main crossroad a vibrant people-focused area. It's so sad with all the closed store fronts and has been that way for years now. I loved that prom event where it was all closed down and it was a hang out atmosphere with lights. If Times Square in NYC can do it surely Franklin St can. It would be a lot more fun and lively.

Npte: More of us are using Hillsborough St because of the detour on Estes. This will change when Estes reopens to two way traffic.

Gone too far making downtown bike friendly. You have made it unfriendly for residents and visitors to get to downtown.

Better enforcement the no smoking rules and continue cleaning up as best you can for the homeless messes

Enforce noise ordinance. Address homeless problem Then recruit / nurture / incentivize interesting and vibrant retail. There is little interesting or appealing currently on Franklin - so the problems keep many away.

Curb running bike lanes. Design it around people, not cars.

More planters!

It's lost so much of it's charm since classic businesses have closed. Thankfully the beggars are more scarce but many of the shops / restaurants (ie, chains) I don't have any interest in supporting. Thanks for asking.

Please - fully fund Clean & Green Ambassadors - support the Downtown Partnership - support SOHRAD - Reach out to businesses and ask them what they need/want - Celebrate businesses and promote buying locally in Town communications.

make sure the homeless are COVID vaccinated for Chapel Hill residents' health safety

Leave it under DOT. The town has more important things to spend money on for the next 15 years.

Safety is getting out of control. It seems to be mostly on the part of E Franklin directly across from campus, but that's just the area where I walk more than drive. There are individuals milling around all around the bus stops right across from campus, on Columbia between Franklin and Rosemary, in the alleys and near the courthouse. I didn't use to be bothered that much but after reading the news reports I feel like this is a major safety threat. I'm glad I am driving this semester and don't have to walk past either Wallace Desk/Columbia bus stop as I did on my previous commute. It's not a good place for our town to be when we feel safer driving a car across town than walking a shorter distance. I will say I love the new road design as a driver. Franklin St is not a place to go fast and without having to worry about changing lanes it's easier to focus on pedestrians or people stopped ahead.

West Franklin from Crooks to Med Deli (including the Courtyard, Italian Pizzeria III, 411 West, the Graham Street strip of businesses, Lantern, Elaine's, and Brandwein's Bagels on Rosemary) has a much better vibe to me than the rest of downtown, maybe b/c of the human scaled buildings there and the collection of small independent businesses. It feels organic, local, and authentic. Epilogue books/coffee, Carolina Coffee Shop, Top of the Hill, Baptist church, and the Courthouse redeem the otherwise useless central section for locals with memory who are uninterested in UNC merch and national chains. I would think even visitors from OOT find the dead strip from Columbia St. west toward and including the Target building to be boring. It assaults the senses and crushes the soul. Please let's not ever do anything like that Target building again.

The restriping of Franklin is absurd. Bikes and cars do NOT mix. Previously ate or got take out downtown often (2-3 times/wk), now have to walk a "mile" if any parking exists at all, so no longer go downtown. Downtown has been sacrificed to UNC students. Should have striped for lots of on street angle parking -- not as now where car doors can impact bike riders. I would bike to downtown, but I do not have a death wish.

Please do not make Downtown Franklin Street more hospitable for cars compared to pedestrians and bike riders. I understand that some drivers might feel frustrated with the traffic and parking on Franklin but this is an area that serves many students who do not drive. I would be much less likely to visit the businesses on Franklin street if more space was sacrificed to parking and cars; the number of cars typically on Franklin today already makes the experience of downtown less pleasant due to the noise and exhaust. Also, the best way to relieve traffic and improve parking would be to change the infrastructure downtown so that it is more hospitable to walkers, bikers, and bus riders so that people would choose to travel those ways instead of driving their cars.

Focus on people friendly with easy, safe parking close to the street i.e. parking structures behind the stores

Continue to fund outreach and supports for the homeless

I think Franklin street should be more pedestrian focused

It would help so much if Chapel Hill were truly bike friendly!!

Loitering and panhandling on east Franklin has caused me to visit nearby businesses less, and especially not sit at the sidewalk cafe tables. A previous city I lived in had a "clean and safe team" funded by the downtown chamber of commerce to provide a small non-police presence in problem areas.

Over the years we've lost important shops /destinations that made downtown feel vibrant (Gap store, Peppers Pizza, Bookstore, Spanky's) Now it seems oriented towards people coming in for sporting events, not oriented towards townspeople. Some of my friends say they never visit Franklin St because there is nothing there for them.

There is no reason traffic can't be slowed on Franklin St. No one observes the current speed limit. Narrowing the road would achieve this. There's no need for a 4 lane road although the lack of an alley requires a center lane for loading/unloading for stores. Restaurants would flourish with more outdoor seating, but it can't occur in the street without amendments. There needs to be a vision of what it could be. Some restaurants had to close for lack of outdoor seating. It's obvious people like eating outdoors. Let's make it happen!

Please don't add more parking or prioritize car traffic/speed on Franklin! Downtown Franklin is the heart of Chapel Hill and it's been so much more lively and pleasant with the pedestrian and bike oriented changes over the last couple of years. I'm very grateful for the new bike lanes and am hoping to start using them soon. If there's a part of Chapel Hill that should be maximally oriented towards non-car traffic, this is it. The increased outdoor seating and walkable space during COVID has made Franklin much more enjoyable and accessible for our family. We've been spending more time and money there than we did when we lived just a block away!

We live 1 mile from the center of town (Franklin & Columbia), yet we rarely dine downtown anymore due to a couple of negative experiences with aggressive panhandling and predatory towing. Dining out in Durham and Carrboro is a much more pleasant experience.

Do something with the homeless population. Like really do something - provide mental health services, etc and get them out of downtown. It's unsafe.

I have always thought midtown (e.g., between Church Street and Country Club Drive) should be closed to traffic, bricked over, and converted to wonderful outdoor dining, kiosks, and other commercial activities (Charlottesville VA and Asheville NC the models). Traffic could be rerouted to Rosemary if we built plenty of highrise parking along Rosemary and PLEASE, to ensure it is used, keep the cost of parking free on weekends.

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#### Free parking

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As I was saying...the two pedestrian crossing lights between Henderson & N. Columbia make a mess with vehicular flow. There should still be the pedestrian crossings, but the FOUR lights in that one block need to be in sync and coordinated. It's super wasteful to have cars idle so long. The "speed" limit could be very low, so the street would be safe for cyclists and pedestrians, but make it possible for a vehicle to travel that block w/o having to stop and idle every half second! I made the mistake of using Franklin St on a game day, and it was awful! As soon as I crossed Columbia, though, the traffic flowed smoothly. N=And no one was speeding, that I saw.

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I just avoid Franklin Street - between cars double-parking and helmet-less bicyclists, it feels quite unsafe.

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At 45, I feel like I would go to Franklin Street more often if it were easier to park, but I also have fond memories of bussing to and walking through a very pedestrian friendly Franklin Street when I was much younger, and I would hate to think of that being gone. And related to nothing, I miss the Turtle lot.

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More free parking, more selections of good parking, affordable retail offerings.

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Please install actual bollards on the bike lane, and add protections for people on foot or bicycle through each intersection

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Downtown Franklin feels discombobulated, messy, and disorganized. It's visually unappealing with no uniform architectural aesthetic. It's stressful to drive through it looking for parking or for an address. I would look at University Avenue in Palo Alto, CA and other nearby towns for some planning inspiration. Even Durham has done a better job than Chapel Hill. Also, add some landscaping to improve the aesthetic and be more sensitive to climate change and the environment.

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Cars today are much larger than when streets were designed. Please take that into consideration, and make parking easier (which is not necessarily on-street parking). I prefer easy garage access with larger spaces. Please make it safer for bicyclists and pedestrians. Do not sacrifice character of area for ease of thru traffic.

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[Additional survey reports](#)